

MANAGED IT SERVICES

Did you know?

Fact 1

Small and medium size businesses report an average of over 50 hours of lost productivity per employee per year because of IT problems

Fact 2

93% of IT problems can be proactively addressed via remote administration before they turn into performance problems, downtime, loss of data or security breaches

Fact 3

RetroFit's average time to resolve an IT problem - from start to finish - is 22 minutes!

What we offer?

retroEYE is a low-cost service available at a fixed monthly rate. There are 3 levels to choose from – Essential, Professional and Professional Plus. You decide which level fits your needs.

retroEYE performs these tasks:

- ✓ Deploying patches
- ✓ Managing anti-virus updates
- ✓ Removing spyware
- ✓ Monitoring Backups
- ✓ Server Maintenance
- ✓ Desktop Support

Call us at 508.244.2445 or email us at information@retrofit.com



“I can't watch my network 24 hours a day”

BUT WE CAN!

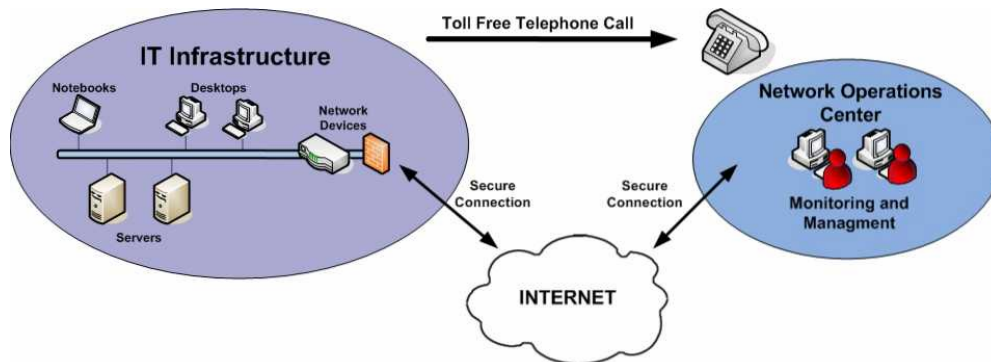
Not performing regular and proactive maintenance on your computer systems – be it desktops, servers or laptops – can cause major problems such as viruses, spyware, machines running slowly and overall network downtime. These problems can result in productivity losses, possible data loss, unforeseen financial losses and costly repairs. retroEYE is a low cost service that proactively monitors and maintains your network with the goal of minimizing the IT problems you face – resulting in maximum uptime and higher end user productivity!

Customer Benefits

- ✓ **Proactive** approach and quick response to critical problems
- ✓ Access to top notch expertise from experienced technicians
- ✓ Access to superior IT management technology
- ✓ Predictable monthly service costs
- ✓ Help Desk support

RELAX... You're not alone!

How it works



Management Node

retroEYE constantly performs checks on your servers, network, firewalls, and desktops and alerts the engineers at RetroFit's Network Operations Center (NOC) as issues arise. Our engineers proactively take appropriate steps to prevent a potential issue from becoming a critical problem.

Data Collection

The management node also collects data that is analyzed and converted into a comprehensive report which is sent to you on a monthly basis. RetroFit will review this report and where appropriate, suggest changes you can make to maximize your network's performance.

Help Desk

RetroFit provides a live help desk staffed with experienced Level 2 technicians who each have 2-4 years of experience supporting end-users on server, desktop, and network level issues. RetroFit supports a wide variety of software applications, such as Adobe, Microsoft Office, Microsoft Outlook, Microsoft Outlook Express, Microsoft Visio, Microsoft Access, SQL, McAfee, Norton, etc. In addition, we can manage any issues you have relating to domain, desktop operating systems, browsers, PC and network connectivity, wireless, etc. This service is available from 8:00 a.m. to 8:00 p.m. EST, Monday through Friday.

For additional information about RetroFit, visit our website at www.retrofit.com or call us at 508.478.2222.

Preventative Maintenance

Using retroEYE, engineers at our NOC perform preventative maintenance tasks, such as deploying anti-virus updates and patches, removal of spyware, "cleaning" of machines, tuning of servers, updating firewall rules and many other routine tasks designed to keep your network running at optimal performance levels.

retroCARE Onsite Support

If RetroFit determines an issue is caused by a hardware failure and cannot be resolved remotely, we will dispatch a field technician to solve the problem at your site.

Service Options

With three levels to choose from – Essential, Professional, and Professional Plus – you determine which option meets your needs. Levels range from basic monitoring to full managed IT services, including Help Desk and onsite support and maintenance. Customized service plans are also available.

ABOUT RETROFIT TECHNOLOGIES, INC.

Since 1983, RetroFit Technologies has been an IT solutions company that specializes in managed IT services, project management, hardware sales, and support and maintenance. Since 1994, RetroFit has held all major statewide technology procurements contracts in Massachusetts.